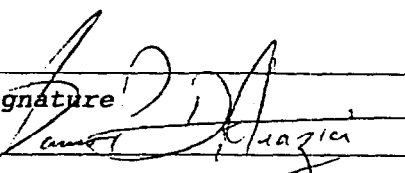


7
21 MAR 1995

1. CASE NUMBER 950306CWE5009		2. INVESTIGATOR'S ID 8101		EPIDEMIOLOGIC INVESTIGATION REPORT
3. OFFICE CODE 860	4. DATE OF ACCIDENT 95 02 14	5. DATE INITIATED 95 03 03		
6. SYNOPSIS OF ACCIDENT OR COMPLAINT An electric toaster oven malfunctioned in that it turned itself on and overheated. Parts of the oven melted and were blackened with soot. Smoke was produced but no flames were visible. No injury occurred.				
7. LOCATION (Home, School, etc.) Home 10		8. CITY Santa Cruz		9. STATE CA
10A. FIRST PRODUCT Electric toaster oven 0216		10B. TRADE/BRAND NAME Block & Decker		10C. MODEL NUMBER MFR/RTB 350Y
10D. MANUFACTURER NAME AND ADDRESS				NOTIFIED 5/15/97 No Comments made Comments attached Excisions/Revisions Firm has not requested further notice
11A. SECOND PRODUCT		11B. TRADE/BRAND NAME		11C. MODEL NUMBER
11D. MANUFACTURER NAME AND ADDRESS				
12. AGE OF VICTIM 999	13. SEX 9	14. DISPOSITION No injury 0		15. INJURY DIAGNOSIS NO Injury 40
16. BODY PART(S) INVOLVED No injury 99	17. RESPONDENT Homeowner 1	18. TYPE OF INVESTIGATION Telephone -2		19. TIME SPENT (Operational hours) 4.0
20. CATEGORY ID SECT 15 1995	21. CASE SOURCE H520201A Hotline 07		22. SAMPLE COLLECTION NUMBER	
23. PERMISSION TO DISCLOSE NAMES (Non Neiss Cases Only) YES: NO: X				
24. REVIEW DATE 95 03 08	25. REVIEW BY 8101		26. REGIONAL OFFICE DIRECTOR	
27. DISTRIBUTION O: EPDS cc: NYRO, SFRO				

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FIELD ACTIVITY COVERSHEET

1 Region/State FOWR/SFRO	2 Operation (Check one) [] Inspection [] Establishment visit [] Telephone contact [X] Investigation [] Other:	3 Date 3/8/95
		4 Number 950306CWE5009
5 Establishment Name: Black & Decker Address: City: State: Zip: Telephone		
6 Related firm [] Parent [] Headquarters [] Subsidiary [] Other Name: City: State:		
7 Products covered Electric Toaster Oven	8 Other consumer products	
9 Establishment Type [X] Manufacturer [] Importer [] Wholesaler [] Own label distributor [] Retailer [] Repackager Other	10 Annual production Product covered \$ units: Other products \$ units:	
11 IS business % received _____ % shipped _____	12 Samples collected	13 MIS code 32626 14 Hours Activity 4.0 Travel
15 Reason for activity		
16 Announced [] (Rationale for announced inspection) Unannounced []		
17 Employee's Name James P. DiGrazia	Title Supervisory Investigator	Signature date
18 [X] Endorsement [] Remarks [] Summary [] Other: IDI conducted in response to a consumer complaint associated with an electric toaster oven. The oven turned itself on when no one was in the home. The occupants discovered the oven overheating, melting, and smoking. No flames were visible. No injury occurred. The product was returned to the manufacturer. No further follow up.		
19 Reviewer's Name James P. DiGrazia	Title Supervisory Investigator	Signature 
20 Review Date 3/8/95	21 Distribution O: EPDS cc: NYRO, SFRO cc c/s: LGC, LDB	

950306CWE5009
Electric Toaster/Oven

Information for this report was obtained in a phone conversation with the female home-owner. The product involved is an electric toaster oven.

PRE-EVENT

The site of this event is a single family dwelling in a coastal community in central California. The family had used an electric toaster oven for home usage for a number of years and was satisfied with their experiences. In 1991, the family had occasion to replace the aging toaster oven and chose one of the same brand. They used this new toaster oven daily (at least 4 to 5 times a week) without incident.

The new toaster oven was placed on a tiled kitchen counter. It was placed away from the edge of the counter near the back wall. It was located underneath overhead wooden cabinets. It was plugged into an electrical wall outlet directly behind the toaster oven. Nothing else was stored on the kitchen counter in the vicinity of the toaster oven.

The toaster oven was left plugged in.

EVENT

The day of the event was 2-14-95, a Tuesday. The adult female in the house used the toaster oven in the morning to prepare toast. The toast was prepared as desired and the toaster oven turned itself off as it had countless times before.

The respondent remained in the house performing cleaning chores until 3:00 PM. She was cleaning in/near the kitchen. She did not

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Electric Toaster/Oven

use the toaster oven at lunch. She did not place anything near the toaster oven. There is very little room under the kitchen cabinet near the toaster oven.

The respondent returned to the home at 6:00 PM. The house was full of smoke. She traced the source to the electric toaster oven.

POST EVENT

The respondent found the two elements of the toaster oven scarlet red. The on/off lever was in the up (off) position. A roll of paper towels above the toaster oven was scorched. The tile behind the toaster oven was blackened. The outer metal casing of the toaster oven was covered with soot and the oven's control knobs were melted. The power cord was melting but the metal conductor was not visible. The plug was melting. The cover plate for the electrical wall outlet was melting and blacked.

The respondent used a towel to unplug the toaster oven. The plug blades did not remain in the outlet. She then aired out the house. Since no flames were observed, the fire department was not called.

The tile and wall surfaces in the kitchen required cleaning but not repainting.

The day after the event, the respondent notified both the manufacturer and CPSC of this incident.

PRODUCT IDENTIFICATION

The manufacturer asked the respondent to return the toaster oven. The respondent sent it to Black & Decker o/a 3-1-95, five days

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Electric Toaster/Oven

before the telephone interview with CPSC.

When filing the complaint on the CPSC Hotline, the respondent described the product as a Black & Decker 1500 watt electric toaster oven, model TR35TY. The on/off switch on the product is a lever that is pushed down to turn the toaster oven on.

The respondent thought the retailer may have been Orchard Supply Hardware, Capitola, California. The respondent purchased the toaster new.

STANDARDS INFORMATION

The respondent reported to the CPSC Hotline that the toaster oven had a UL symbol with the number 228E associated with the symbol.

ATTACHMENTS

Attached to this report are the assignment documents.

CONSUMER PRODUCT INCIDENT REPORT

JPP

L-440

1. NAME OF RESPONDENT [REDACTED]	2. PHONE NO. (HOME) (WORK) [REDACTED] none
3. STREET ADDRESS 29 Windsor St.	4. CITY STATE ZIP CODE Santa Cruz CA 95062

5. DESCRIBE INCIDENT OR HAZARD, INCLUDING DATA ON INJURIES
 Toaster oven was plugged in and off when it turned on by itself and consumer later found oven's outer metal casing soot-covered, oven's hard plastic control knobs melted, electrical outlet's hard plastic cover melted, wall area around outlet soot-covered and a roll of paper towels near oven scorched. House's circuit breaker didn't trip. Toaster oven is UL listed 228E.

-cont-

6. DATE OF INCIDENTS 1/14/95	7. IF INJURY OR NEAR MISS OBTAIN AGE/SEX AND DESCRIBE INJURY: 0 Y/N none	8. IF VICTIM DIFFERENT FROM RESPONDENT, PROVIDE NAME RELATIONSHIP none none
9. DESCRIPTION OF PRODUCT 500 watt electric toaster oven		10. BRAND NAME Black & Decker

11. MFR/DISTRIBUTOR NAME, ADDR. & PHONE Black & Decker unknown unknown 00-231-9786 unknown unknown unknown	12. MODEL, SERIAL NUMBERS TR35TY 13. DEALER'S NAME, ADDRESS & PHONE unknown unknown unknown unknown
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14. WAS THE PRODUCT DAMAGED, REPAIRED OR MODIFIED? YES x NO IF YES, BEFORE OR AFTER THE INCIDENT? after DESCRIBE: damaged: see narrative	15. PRODUCT PURCHASED NEW x USED DATE PURCHASED '91 AGE 4 yrs.
16. DOES PRODUCT HAVE WARNING LABELS? IF SO, NOTE: unknown	

17. HAVE YOU CONTACTED THE MANUFACTURER? YES x NO IF NOT, DO YOU PLAN TO CONTACT THEM? YES NO OTHER?	18. IS THE PRODUCT STILL AVAILABLE? YES x NO IF NOT, ITS DISPOSITION may send to mfr. 3/95	19. MAY WE USE YOUR NAME WITH THIS REPORT? YES x NO
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FOR ADMINISTRATION USE		
20. DATE RECEIVED 2/15/95	21. RECEIVED BY (NAME & OFFICE) ldm/HL	22. DOCUMENT NO. H9520201A
23. FOLLOW-UP ACTION SECT 04 1995 950306CWE5009		24. PRODUCT CODE(S) 0216

25. DISTRIBUTION	26. ENDORSER'S NAME & TITLE [Signature]
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CONSUMER PRODUCT INCIDENT REPORT

H9520201A

Narrative Continued

10/15/95 Consumer called and explained incident to manufacturer (name unknown), who requested oven for inspection and offered consumer a new replacement toaster oven (unknown if identical). Consumer doesn't want a replacement oven and may send original oven to manufacturer in 1 month.

Distributor phone #: unknown

PSC Source: L/GOVT
